

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	<b>Effective Date: 03/22/2007</b> <b>Last Review Effective Date: 02/13/2008</b>
SUBJECT: Financial Management	SECTION: FM 1.4

SUBTITLE: Submission of Encounters to CRSA
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POLICY:

It is the policy of CRSA to ensure that CRS Contractors have in place the organization and administrative systems to ensure the accurate processing and submission to AHCCCS of encounter data and reports and correction of the number of pended encounters.

PROCEDURE:

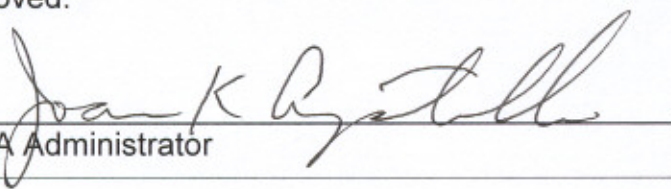
- 1) On a monthly basis the financial specialist for CRSA will review and report on CRSA encounter submissions. Reports will show the number of new day encounters submitted to CRSA, encounters rejected at CRSA, and encounters that have been deleted and voided. The reports will provide a cumulative fiscal year to date number of claims in each status. Using the Appworks program pull the following:
  - a) H974100 – Encounter \$ Accepted by CRS
  - b) H974102 – Encounter # Accepted by CRS
  - c) H974129 – Encounter \$ Rejected by CRS
  - d) H974131 – Encounter \$ Voided by CRS
  - e) H974133 – Encounter # Rejected by CRS
  - f) H974134 – Encounter # Voided at CRS
  - g) H974140 – Encounter # by CRS Error Code
  - h) H974160 – Encounter \$ Submitted to CRS
  - i) H974162 – Encounter # Submitted to CRS
    - i. Using the Text to columns function save the program into an .xls format.
    - ii. Copy and Paste these reports into the summary workbook.
    - iii. Separate each site into an individual workbook.
    - iv. Send to each site with a cover letter.
  
- 2) Content of Reports:  
These Reports contain summarized encounter data by CRS contractors.
  
- 3) Review:
  - a) Submission status will be reviewed at the summary for reasonableness. If



a particular status is found to be outside the acceptable range the issue will be investigated. If the submission issue is correctable by the CRS/ITS unit, the issue will be corrected and resolved by CRSA. If the issue is under the control of the CRS Contractor, the CRS Contractor will be notified of the issue and correction of the issue will be requested.

- b) Should the CRS Contractor not correct the issue or if the correction is not acceptable, CRSA will request a corrective action plan with detailed activities specific to the identified concern from the CRS Contractor. If needed, CRSA will decide any further necessary action specific to the performance needing improvement.
- c) The data in the report will be reviewed for material issues, which may affect capitation or encounter submission and will be reported to the CRS Contractor in the cover letter.

- 4) Tracking:  
Reports will be analyzed when run to identify if there is improvement throughout the year in the submission of the encounters.
- 5) Follow-up:  
If a CRS Contractor shows significant submission problems, the CRS Finance Manager will meet with the CRS Contractor to discuss the issue.

Approved:  CRSA Administrator	Date: <u>2/18/08</u>
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